Process Description

Prepared by: DCS Office of Information Systems



Resource Family Approval Process Description Document

Prepared by:

Department of Children's Services
Office of Information Systems

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Process Description

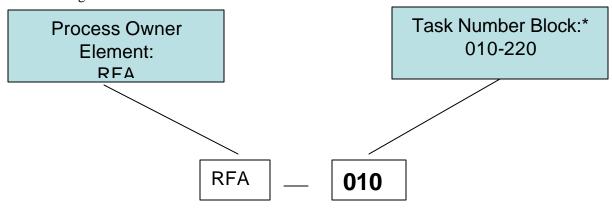
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Process Element Definitions

Task: A unit of work to be completed that is part of the overall process.

Task naming convention:



Task Owner: Indicates the person/group that is responsible for performing the task.

Participants: Individuals and organizations that are actively involved in the process/task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

Inputs: Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

Performance Metric: A quantitative measurement to assess the task's success.

Performance Steps: The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

Outputs/Deliverables: The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

*Note – Initial process flows should increment the numbering between steps by 10s. This will allow for additional steps to be inserted in the future without affecting the entire process narrative and flow.

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Process Description

Process Name: Resource Home Approval

Process Manager: Elizabeth Black, Executive Director, Office of Child

Permanency

Process Description: Approval of foster and adoptive families for provision of resource

homes for children in DCS custody

Interfaces w/ other processes: Resource Family Recruitment Process

Resource Family Inquiry Process

Process Participants: PSD – Placement Services Division

Family Service Worker Regional Administrators

Prospective Resource Families

Associated Documentation:

Autobiography

Resource Parent Home Study Outline

Resource Parent Forms Checklist

Home Study and Verifications Checklist (for staff)

CS-0539 Release of Information

CS-0411 Resource Parent Application

CS-0431 Monthly Family Income and Expenditures

CS-0553 Discipline Policy

CS-0534 Resource Home Mutual Re-Assessment Instrument

CS-0426 Resource Parent Applicant Medical Report

Foster Parent Inquiry Form

CS-0271 Resource Parent Approval Letter

CS-0411 Resource Parent Application

CS-0426 Resource Parent/Applicant Medical Report

CS-0431 Monthly Family Income and Expenditures

CS-0547 Sex Offender Registry Verification

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Supporting Policy:

DCS Policy 16.3 – Desired Characteristics of Resource Parents

DCS Policy 16.4 – Dual Approval Process for Resource Parents

DCS Policy 16.16 - Resource Home Re-Assessment, Denial/Closure

DCS Policy 16.17 – Foster Home Data

DCS Practice Model Standard - 2-501

DCS Practice Model Standard - 2-502

DCS Practice Model Standard - 2-503

DCS Practice Model Standard - 2-602

DCS Practice Model Standard - 3-102

DCS Practice Model Standard - 3-200

DCS Practice Model Standard - 3-201

DCS Practice Model Standard - 3-203

DCS Practice Model Standard - 3-204

DCS Practice Model Standard - 6-100

DCS Practice Model Standard - 6-200

DCS Practice Model Standard - 6-301

DCS Practice Model Standard - 6-504B

DCS Practice Model Standard - 6-505B

DCS Practice Model Standard - 6-509C

DCS Practice Model Standard - 6-513C

DCS Practice Model Standard - 7-200A

TCA 37-5-105; 37-5-106, 37-4-201, 36-1-201 et al

ACF: ACYF-CB-PI-01-06: Title IV-E State Plan Pre-Print.

Brian A. Settlement Agreement

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Task (RFA-010): Resource Family Inquiry

Task Owner: Placement Services Division

Participants: Placement Services Division, prospective Resource Family

Inputs: Prospective Resource Family attended initial PATH Intake session

Performance Steps:

1. See Resource Family Inquiry Business Process

Outputs/Deliverables:

• Documentation of Resource Family's inquiry about becoming a placement resource for DCS.

Task (RFA-020): Placement Services Division begins approval process

Task Owner: Placement Services Division

Participants: Placement Services Division, prospective Resource Family

Inputs: Prospective Resource Family has completed packet and submitted to Placement Services Division. *See Resource Parent Recruitment Process*

Performance Steps:

- 1. Placement Services Division must get the fingerprinting completed for all prospective caretakers in the home 18 or older.
- 2. Placement Services Division requests / receives local criminal background check.
- 3. Placement Services Division performs searches to determine if there are previous allegations of abuse / neglect.
- 4. Placement Services Division performs Felony Offender Information Look-up System (FOILS) check
- 5. Placement Services Division performs sex offender registry check.
- 6. Placement Services Division documents / includes all check results as part of the prospective Resource Home record.

Outputs/Deliverables:

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- Fingerprinting application
- Local criminal background check
- Abuse / Neglect Search results
- FOILS check
- Sex Offender Registry check

Task (RFA-030): Fingerprint application to regional office

Task Owner: Placement Services Division

Participants: Placement Services Division, DCS Regional Staff, Inspector General's Office, TBI / Sexual Offender Registry, prospective Resource Family, Identix

Inputs: Prospective Resource Family has called to schedule appointment for fingerprints 5 working days after application has been submitted to Placement Services Division

Performance Metric: Prospective Resource Family schedules appointment to get fingerprints with 5 working days after application has been submitted.

Performance Steps:

- 1. Placement Services Division sends completed fingerprinting applications to DCS Regional Representative.
- 2. DCS Regional Representative sends the applications to Inspector General's office.
- 3. Inspector General sends the applications to Identix
- 4. Identix contacts DCS Regional Representative that an appointment can be scheduled
- 5. Prospective Resource Family calls to schedule appointment for fingerprints 5 working days after application has been submitted to Placement Services Division.

Outputs/Deliverables:

- Fingerprinting Application completed and sent to Identix
- Prospective Resource Family schedule appointment date and time to get Fingerprints taken.

Task (RFA-040): Safety / Background checks and fingerprint searches are completed for prospective Resource Family

Task Owner: Prospective Resource Family

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Participants: Prospective Resource Family, Fingerprinting Agency

Inputs: Prospective Resource Family has arranged appointments for fingerprinting.

Performance Metric: Prospective Resource Family has completed fingerprinting

Performance Steps:

- 1. Prospective Resource Family goes to fingerprinting site for scheduled appointment.
- 2. Fingerprints are taken.
- 3. Prospective Resource Family receives receipt for proof that fingerprints have been taken.
- 4. Prospective Resource Family provides receipt to Placement Services Division.
- 5. Placement Services Division documents that fingerprinting has been done.
- 6. Identix performs fingerprint check against national database.

Outputs/Deliverables:

- Receipt for fingerprinting
- Fingerprint search results

Task (RFA-050): Results to Internal Affairs

Task Owner: DCS Internal Affairs, Identix, DCS Regional Representative, Tennessee Bureau of Investigation

Participants: DCS Internal Affairs, Identix, DCS Regional Representative, Tennessee Bureau of Investigation

Inputs: Family fingerprint search results from Identix

Performance Steps:

- 1. Identix sends result of fingerprinting to Tennessee Bureau of Investigation (TBI)
- 2. Internal Affairs receives result of fingerprinting from Tennessee Bureau of Investigation
- 3. Internal Affairs informs DCS Regional Representative of fingerprint search results.
- 4. DCS Regional Representative contacts Placement Services Division about fingerprint search results.

Outputs/Deliverables:

• Results of Fingerprinting

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Task (RFA-060): PSD contacts family regarding background check results

Task Owner: Placement Services Division

Participants: Placement Services Division, prospective Resource Family, DCS Regional Representative

Inputs: Fingerprint results from DCS Regional Representative

Performance Steps:

- 1. Placement Services Division contacts prospective Resource Family regarding background check results.
- 2. If results show something that would render the prospective Resource Family ineligible for Resource parenting, then the application for Resource parenting is denied; document denial and justification and retain record for historical purposes.
- 3. If results do not indicate anything that would make the family ineligible for Resource parenting, Placement Services Division adds the fingerprinting results to the home record and continues with the approval process.

Outputs/Deliverables:

• Communication of background check information to Resource Family

Task (RFA-070): Prospective Resource Family attends and completes PATH classes

Task Owner: Prospective Resource Family

Participants: Prospective Resource Family, PATH Trainer, Placement Services Division

Inputs: Placement Services Division has provided PATH information to family; if barriers were identified, those have been resolved and family can begin attendance of classes.

Performance Metric: Prospective Resource Family has completed PATH

- 1. Prospective Resource Family attends all classes as scheduled.
- 2. Prospective Resource Family completes any homework, or other required paperwork given during the classes.

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- 3. Prospective Resource Family provides the following information during the course of PATH training:
 - a. References
 - b. Monthly Income / Expenditure information
 - c. Copy of Pay Stubs
 - d. Medical Report (for each family member)
 - e. Pictures (family, house, pets)
 - f. House Plan
 - g. Health Release
 - h. Marriage / divorce verification
 - i. Authorization for release of criminal information
 - j. Birth Certificates
 - k. Signed Confidentiality Statement
 - l. Signed copy of Discipline Policy
 - m. Completed W-9 forms
 - n. Copy of Driver's License
 - o. Parenting Strengths Checklist
 - p. Ecomap
 - q. Autobiography
 - r. Car Insurance Verification
- 4. PATH trainer monitors and documents prospective Resource Family's progress in classes.
- 5. PATH trainer provides prospective Resource Family progress information to Placement Services Division.
- 6. Prospective Resource Family completes all classes.

*Note: This task is not applicable to Mentor Resource Home applicants.

Outputs/Deliverables:

• Certificate of PATH completion

Task (RFA-080): Placement Services Division obtains completion certificate & all documentation from PATH Trainer

Task Owner: Placement Services Division

Participants: Placement Services Division, PATH Trainer

Inputs: Family completes PATH training

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- 1. Upon family's completion of PATH training, PATH trainer provides completion certificate and all documentation to Placement Services Division for inclusion in the Resource home record.
- 2. Placement Services Division and PATH trainer discuss prospective Resource Family's participation and progress in the PATH training. Issues that could prevent home approval are discussed as well as any family strengths identified during the classes that might make the family well suited for children with certain needs.
- 3. Placement Services Division documents issues and strengths.

*Note: This task is not applicable to Mentor Resource Home applicants.

Outputs/Deliverables:

- PATH certificate
- All documentation (Listed above)

Task (RFA-090): Placement Services Division begins home visits.

Task Owner: Placement Services Division

Participants: Placement Services Division, prospective Resource Family

Inputs: Prospective Resource Family has completed packet and submitted to Placement Services Division

Performance Metric: Placement Services Division has conducted home visits with the prospective Resource Family. The first is within 30 calendar days from PATH Session I

Performance Steps:

- 1. Placement Services Division begins home visits with the prospective Resource Family. The first is within 30 calendar days from PATH Session I
- 2. Placement Services Division observes family interactions and environment in the home.
- 3. Any issues related to PATH, fingerprinting, or other required tasks are discussed / addressed.
- 4. Placement Services Division may develop action plan with family to address any areas of concern.
- 5. Placement Services Division documents date and details of home visit.

Outputs/Deliverables:

• Action Plan (if appropriate)

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Task (RFA-100): Placement Services Division collects remaining documentation from prospective Resource Family.

Task Owner: Placement Services Division

Participants: Placement Services Division, prospective Resource Family

Inputs: Prospective Resource Family has completed packet and submitted to Placement Services Division

Performance Metric: Placement Services Division has conducted a home visit with the prospective Resource Family within 60 days from PATH Session I.

Performance Steps:

- 1. Placement Services Division completes home visit with the prospective Resource Family 60 days from time of PATH Session I.
- 2. Placement Services Division observes prospective Resource Family interactions and environment in the home.
- 3. Any issues related to PATH, fingerprinting, or other required tasks are discussed / addressed.
- 4. Placement Services Division may develop action plan with prospective Resource Family to address any areas of concern.
- 5. Placement Services Division will check the status and monitor progress on any action plans developed at the previous home visit.
- 6. Placement Services Division documents date and details of home visit

Outputs/Deliverables:

- Home visit
- Action Plan monitored (if appropriate)

Task (RFA-110): Placement Services Division completes Home study

Task Owner: Placement Services Division

Participants: Placement Services Division

Inputs: Fingerprinting results have been received, PATH training has been completed and home visits by PSD have been completed and nothing has happened thus far to indicate that the prospective Resource Family will not be approved for Resource parenting.

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Performance Metric: Placement Services Division has completed home study and received all the documentation within 75 days of PATH Session I

Performance Steps:

- 1. Placement Services Division completes Resource Parent Home Study documentation
- 2. Placement Services Division completes Foster Home Record Checklist, ensuring that all required paperwork has been completed and received.

*Note: This task is not applicable to Mentor Resource Home applicants.

Outputs/Deliverables:

• Family has completed requirements related to resource parenting.

Task (RFA-120): Home Approved by Team Lead / Team Coordinator?

Task Owner: Placement Services Division

Participants: Placement Services Division, Resource Management Unit, Fiscal, Team Leader, Team Coordinator, prospective Resource Family.

Inputs: Home study, fingerprinting, PATH, paperwork completed.

- 1. If during the course of fingerprinting, PATH, and home study, nothing has come up that would make the prospective Resource Family ineligible for Resource parenting, then the home will be approved.
- 2. Placement Services Division notifies Resource Management Unit of approved home.
- 3. Resource Management updates Resource Directory with new resource home information.
- 4. Standard approval letter is generated and sent to prospective Resource Family within 2 Business days of approval.
- 5. Placement Services Division contacts prospective Resource Family to make them aware of the approval.
- 6. Placement Services Division sends completed W-9 forms to DCS Central office Fiscal immediately.
- 7. Placement Services Division sends prospective Resource Family information about the phone-in system
- 8. Fiscal send prospective Resource Family their ID number for payment purposes.
- 9. Home is now available for placing children.

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10. If during the course of fingerprinting, PATH, and home study, something has come up that would make the prospective Resource Family ineligible for Resource parenting, then the home will NOT be approved.

Outputs/Deliverables:

- Letter to prospective Resource Family informing them of the approval
- Notification to Resource Management Unit of new approved home
- Completed W-9 forms
- Resource Family entered in Resource Directory
- Letter of denial to the prospective Resource Family (if appropriate)

Task (RFA-140): PSD Case Manager & Team Leader meet face-to-face with prospective Resource Family

Task Owner: Placement Services Division

Participants: Placement Services Division, Team Leader, prospective Resource Family

Inputs: Something has been identified that may render family ineligible for resource parenting.

Performance Steps:

- 1. The PSD Case Manager and Team Leader meet face to face with the prospective Resource Family to discuss the concerns.
- 2. Resolve any discrepant information and allow prospective Resource families to respond to concerns in a less confrontational manner.

Outputs/Deliverables:

• Meeting with prospective Resource Family documented.

Task (RFA-150): Concerns Resolved?

Task Owner: Placement Services Division

Participants: Placement Services Division, Team Leader, prospective Resource Family.

Inputs: Face-to-face meeting with prospective Resource Family to address concerns.

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Performance Steps:

- 1. If concerns are resolved, return to task 120.
- 2. If concerns are not resolved, got to task 160.

Outputs/Deliverables:

- Letter to prospective Resource Family informing them of the approval.
- Notification to Resource Management Unit of new approved home.
- Completed W-9 forms
- Resource Family entered in Resource Directory
- Letter of denial to the prospective Resource Family (if appropriate).

Task (RFA-130): Re-Assess annually until home is closed

Task Owner: Placement Services Division

Participants: Placement Services Division, Resource Family. Team Leader, Resource Management Unit

Inputs: Resource Home has been approved

Performance Metric: Placement Services Division has conducted a home visit with the prospective Resource Family and assures all forms are completed annually.

- 1. Placement Services Division makes quarterly home visits with the Resource Family.
- 2. When annual re-assessment is due, Placement Services Division must conduct a home visit with the Resource Family.
- 3. Placement Services Division works with family to complete form *CS-0534*, *Resource Home Mutual Re-assessment Instrument* with the Resource Family.
- 4. This document must be reviewed and signed by the Team Leader. The date of the signature of the Team Leader is the re-assessment date.
- 5. Placement Services Division works with Resource Family to complete form *CS-0431*, *Monthly Family Financial Income and Expenditures* and form *CS-0539*, *Release of Information* each year. Form *CS-0411*, *Foster or Adoptive Parent/Applicant Medical Report* (or doctor's statement documenting that the resource parent(s) continues to be able to provide services to children in state custody) is required every two (2) years.
- 6. Placement Services Division reviews *CS-0553*, *Discipline Policy*, with the Resource Family; resource parents sign this form yearly.
- 7. Placement Services Division contacts Resource Management Unit with updated home evaluation information. (During re-evaluation, resource home may request closure, or Placement Services Division may determine that home should be closed due to non-compliance with policy, so at this

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point the home may be closed.)

8. Resource Management Unit updates Resource Directory with foster home information.

Outputs/Deliverables:

- CS-0534, Resource Home Mutual Re-assessment Instrument
- CS-0431, Monthly Family Financial Income and Expenditures
- CS-0539, Release of Information
- CS-0411, Foster or Adoptive Parent/Applicant Medical Report or doctor's statement documenting that the resource parent(s) continues to be able to provide services to children in state custody) is required every two (2) years
- CS-0553, Discipline Policy
- Update Resource Directory

Task (RFA-160): PSD updates record to denied; denial letter generated and sent to prospective Resource Family / Resource Family

Task Owner: Placement Services Division

Participants: Placement Services Division, prospective Resource Family / Resource Family

Inputs: Prospective Resource Family has been denied

Performance Metric: Placement Services Division has sent denial letter to prospective Resource Family / Resource Family within 5 days of conference with prospective Resource Family / Resource Family.

Performance Steps:

- 1. Placement Services Division updates Resource home record status to 'Denied.'
- 2. Placement Services Division contact prospective Resource Family / Resource Family within 5 working days of the decision to deny or close home to set up conference.
- 3. Placement Services Division has conference with prospective Resource Family / Resource Family to discuss the reasons for denial.
- 4. Placement Services Division documents date and details of the conference.
- 5. Standard denial letter generated and sent to prospective Resource Family / Resource Family within 5 days of the conference.

Outputs/Deliverables:

Denial letter

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Task (RFA-170): Family request supervisory review?

Task Owner: Denied prospective Resource Family / Resource Family.

Participants: Prospective Resource Family / Resource Family, Placement Services Division, Team Coordinator

Inputs: Resource Home has been denied; denial letter sent to prospective Resource Family /Resource Family.

Performance Metric: Prospective Resource Family / Resource Family have appealed the denial decision within 10 working days.

Performance Steps:

- 1. Upon receipt of denial letter, prospective Resource Family / Resource Family have 10 working days in which to appeal the denial decision.
- 2. Prospective Resource Family / Resource Family must request the appeal.

Outputs/Deliverables:

• Appeal of prospective Resource Family / Resource Family denial / closure

Task (RFA-180): PSD Team Coordinator meets with Family.

Task Owner: Placement Services Division Team Coordinator

Participants: Placement Services Division Team Coordinator, prospective Resource Family / Resource Family.

Inputs: Prospective Resource Family / Resource Family have been denied; prospective Resource Family / Resource Family have appealed the decision.

Performance Metric:

- 1. Placement Services Division Team Coordinator reviews denied Resource home record.
- 2. Placement Services Division Team Coordinator meets with prospective Resource Family / Resource Family to discuss.
- 3. Placement Services Division Team Coordinator makes final decision for upholding denial or

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reversing the decision.

4. Placement Services Division documents date, details and outcome of meeting.

Outputs/Deliverables:

• Final approval / denial decision

Task (RFA-190): PSD Team Coordinator responds to family within 10 business days

Task Owner: Placement Services Division Team Coordinator

Participants: Placement Services Division Team Coordinator

Inputs: Resource Home has been denied; prospective Resource Family / Resource Family have appealed the decision; Team Coordinator has completed a review / conference with the prospective Resource Family / Resource Family.

Performance Metric: Team Coordinator has sent the prospective Resource Family / Resource Family a letter advising them of the outcome within 10 days of the review.

Performance Steps:

1. Within 10 calendar days of the review with the family, Team Coordinator sends letter to prospective Resource Family / Resource Family advising them of the outcome of the review.

Outputs/Deliverables:

• Review Outcome letter

Task (RFA-200): Reverse decision?

Task Owner: Placement Services Division Team Coordinator

Participants: Placement Services Division Team Coordinator

Inputs: Resource Home has been denied; prospective Resource Family / Resource Family has appealed the decision; Team Coordinator has reviewed the case and reasons for denial

Performance Metric:

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Performance Steps:

1. Placement Services Division Team Coordinator can decide to uphold the denial, or reverse the decision and approve the home pending completion of a corrective action plan.

Outputs/Deliverables:

• Final approval / denial decision

Task (RFA-210): Document justification; maintain record for historical purposes

Task Owner: Placement Services Division

Participants: Placement Services Division

Inputs: Resource Home has been denied; prospective Resource Family / Resource Family have appealed the decision; Team Coordinator has reviewed the decision and upholds it.

Performance Steps:

- 1. Document review and justification of why denial decision was not overturned.
- 2. Maintain family record for historical purposes.

Outputs/Deliverables:

• Denied Resource Home

Task (RFA-220): Corrective Action Plan may be developed with prospective Resource Family / Resource Family.

Task Owner: Placement Services Division

Participants: Placement Services Division, prospective Resource Family / Resource Family

Inputs: Resource Home has been denied; prospective Resource Family / Resource Family have appealed the decision; Team Coordinator has reviewed record and reversed denial decision.

- 1. Placement Services Division may develop a corrective action plan with prospective Resource Family / Resource Family to address issues that prompted the initial denial of the home.
- 2. Placement Services Division will set time limits / goals for completion of the plan and will monitor /

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document the prospective Resource Family's / Resource Family's progress towards reaching those goals.

- 3. Go to Task 120 and determine if home can now be approved.
- 4. Corrective action plans are not required for all families under this circumstance. Issues may be resolved without follow-up.

Outputs/Deliverab	oles:
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• Corrective Action Plan

RESOURCE PARENT APPROVAL

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Process Owner Sign-Offs

Elizabeth Black, Executive Director, Office of Child Permanency Project Sponsor	Date
Julie Flannery, Program Director, Foster Care & Adoption Project Sponsor	Date
Laurie Baker, IS Manager, Office of Information Systems	Date
Michael Bowie, Executive Director, Office of Information Systems Project Manager	Date
Dr. Viola P. Miller, Commissioner, Department of Children's Services	Date